

Service Evaluation

The WV Small Business Assistance Program (SBAP) recently assisted your company on an air-related issue. Please rate our performance below and return this form in the enclosed self-addressed envelope. THANK YOU !

	5 <i>Excellent</i>	4 <i>Very good</i>	3 <i>Good</i>	2 <i>Fair</i>	1 <i>Poor</i>
A.					
1. Overall program rating.....	G	G	G	G	G
2. Ultimate value of information to you....	G	G	G	G	G
3. Quality of Assistance.....	G	G	G	G	G
4. Quantity of Assistance.....	G	G	G	G	G
5. Timeliness of Assistance.....	G	G	G	G	G

B. Did the SBAP provide assistance to your facility by (mark all that are applicable):

Phone Consultation **G** Site Visit **G** Calculations **G** Office Meeting **G**

C. What SBAP recommendations has your business implemented? Check all that apply.

G None to Date **G** Started/Improved Record Keeping **G** Changed Solvents/Materials
G Installed Control Equipment **G** Obtained Permit **G** Other _____

D. How would you rate your knowledge of Air Quality requirements before and after the assistance you received from the SBAP? (Please circle one: 1 = beginner, 5 = expert)

BEFORE 1 2 3 4 5 AFTER 1 2 3 4 5

E. Would you recommend the SBAP to other businesses? (Please circle one) **Yes** / **No**

F. How did you hear about the SBAP (check all that apply)?

Trade Organization _____	Bank _____
Equipment Vendor _____	WV DEP Inspector _____
Direct Contact by SBAP _____	Consultant _____
Word of Mouth _____	Business Development Center _____

E. How can the SBAP do a better job of providing environmental services? Any comments about the strengths and/or deficiencies of the program and its staff? (Attach more pages as needed)

Comments: _____
